IT Commission Report—May 2002

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IT Activities

Business Alignment

| Value Innovation | Solutions Delivery | Service Provisioning |

Standards and Policy

Enterprise Leverage

Financial Management

Strategic Planning

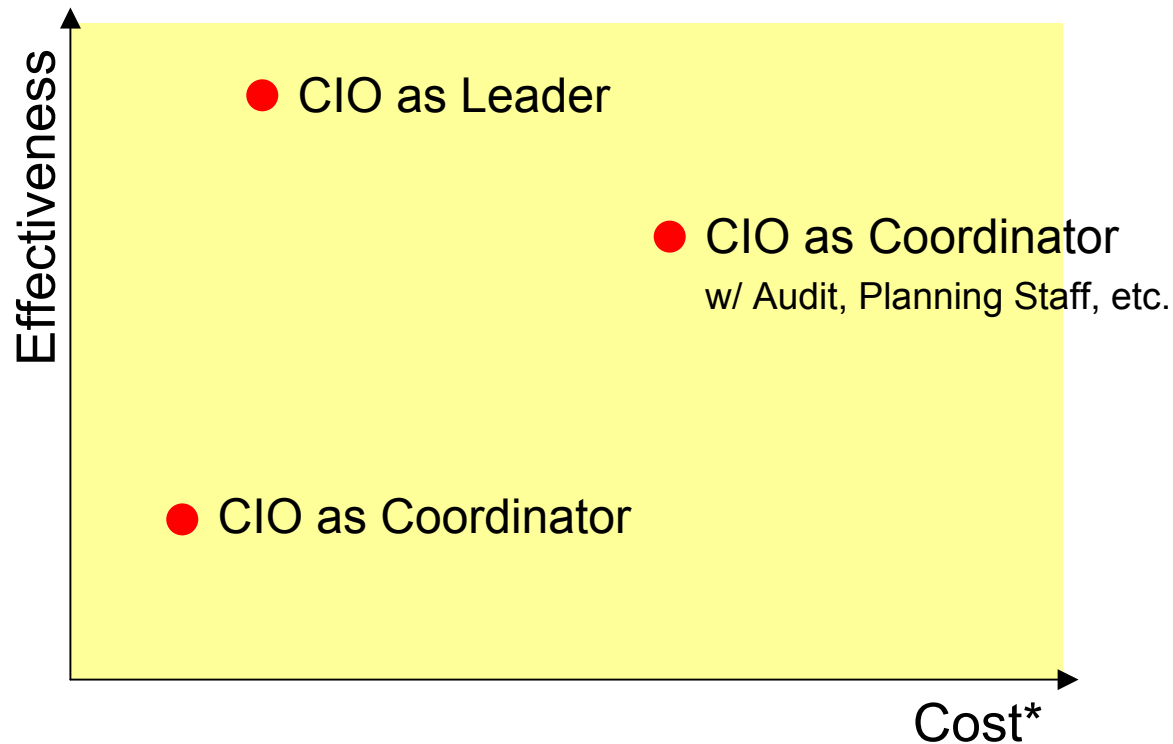utah dot gov
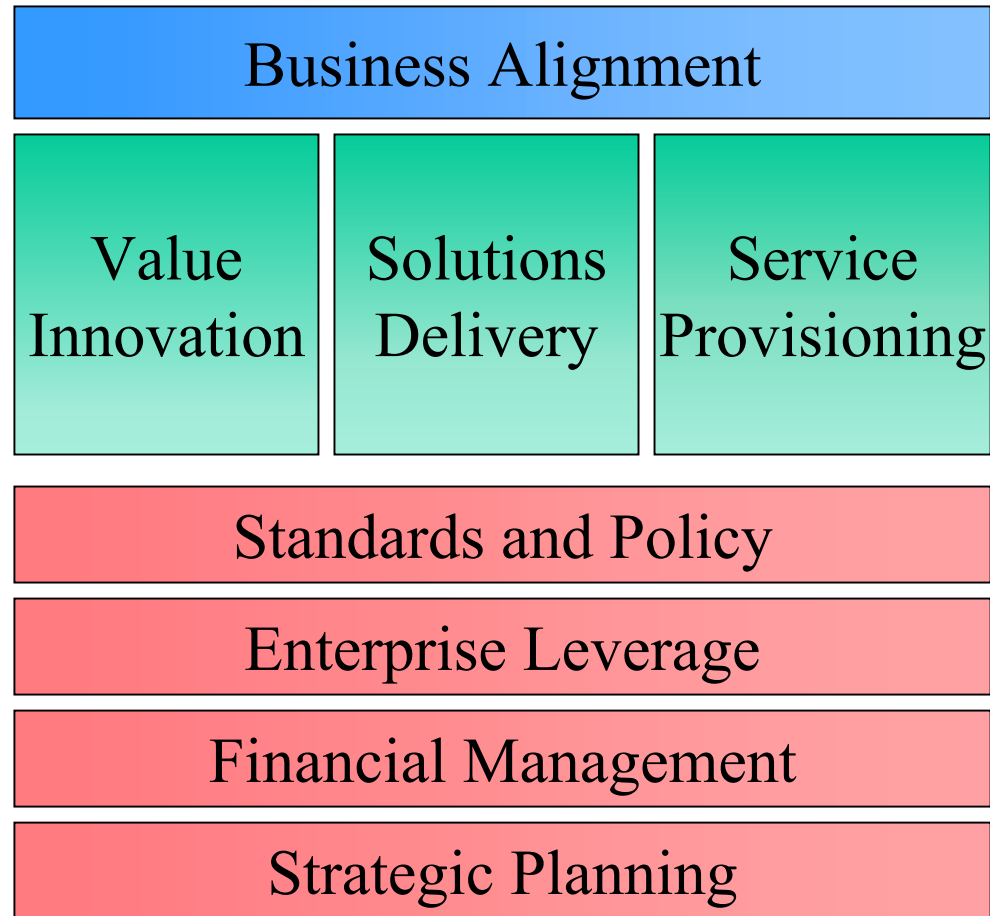
Vision for IT

- Aligned with business needs
- High customer satisfaction
- High reliability, availability, and security
- Well established metrics
- Cost effective
- Data integrity
- Practiced data recovery process
- Effective processes, automated where possible
- Good communications practices
- Well documented costs of services
- Ability to benchmark services

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CIO Statute

- Develop, but not *establish* policy
- IT Planning
- Equipment acquisition
- Monitor and promote efficiency
- Audit performance in IT management, planning, and use
- Report

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CIO Strategies

Effectiveness ↑

● CIO as Leader

● CIO as Coordinator
w/ Audit, Planning Staff, etc.

● CIO as Coordinator

Cost*

*added cost only

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Opportunities Lost

- People

- Processes

- Planning, benchmarks, and budget

- Organization

- Business Alignment
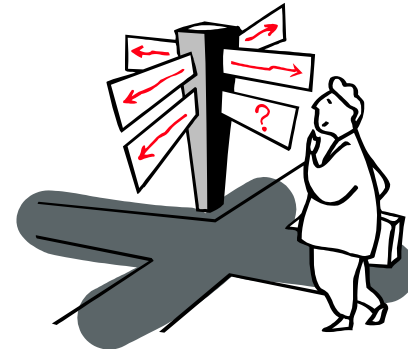
People

- 900 people, spread out.
- Staff development
- Specialization
- Career paths
- Consultants
- Mission vs. service delivery

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Processes

- Production acceptance testing process
- Tiered support model
- Production systems
- Change control
- Data recovery
- Business resumption
- Code libraries, components, etc.

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Planning, Benchmarks, and Budget

- Customer satisfaction and other metrics
- Total cost of ownership
- Purchasing
- Meaningful planning process
- Cut cost of delivering basic services

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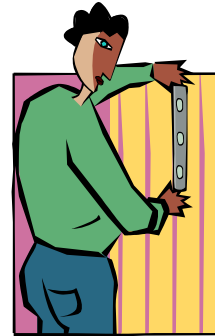
Organization

- Sharing best practices
- Cooperation should be built in
- Roles and responsibilities
- Functional specialization

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Business Alignment

- Meeting agency and enterprise mission
- Shared data
- Integrated eGovernment
- Service level agreements
- Standards for lower cost and interoperability

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Summary

- What is the vision for IT in Utah and how should we be structured to accommodate that vision?
  - World-class IT structure
  - CIO statute and IT organization
  - Lost opportunities

May 23, 2002